

Appl. No. 10/081,167  
Amdt. dated September 23, 2005  
Amendment under 37 CFR 1.116 Expedited Procedure  
Examining Group 2113

PATENT

**Amendment(s) to the Drawings:**

The attached 7 sheets of drawings include Figures 1-9 and replace the original sheets including Figures 1-9. No substantive changes have been made to the Figures.

Attachment: Replacement Sheets (Figures 1-9)

**REMARKS/ARGUMENTS**

Claims 1-32 were pending in this application. Claims 1, 20, 22, and 28 have been amended. No claims have been added. Claims 2 and 32 have been canceled. Hence, claims 1 and 3-31 remain pending after entry of the amendments herein. Reconsideration of the subject application as amended is respectfully requested.

Claims 1-3, 7-12, 14, 15, 20, 22, 23, 24, 26, 28 and 32 stand rejected under 35 U.S.C. § 102(b) as being anticipated by the cited portions of U.S. Patent No. 6,032,184 to Cogger, *et al.* (hereinafter "Cogger").

Claims 4-6, 30 and 31 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over Cogger, in view of the cited portions of U.S. Patent No. 6,219,648 to Jones, *et al.* (hereinafter "Jones").

Claims 13, 21, 25 and 29 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over Cogger in view of the cited portions of U.S. Patent No. 6,658,586 to Levi, *et al.* (hereinafter "Levi").

Claims 16-19 and 27 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over Cogger in view of the cited portions of U.S. Patent No. 5,963,911 to Walker, *et al.* (hereinafter "Walker").

Claims 1, 20, 22, and 28 have been amended to more particularly recite the Applicant's claimed invention, the support for which may be found at paragraph 42, among other places.

**Claim Rejections Under 35 U.S.C. § 102(b)**

All independent claims have been amended to include subject matter not taught or suggest by the cited references. For example, claim 1 includes "compiling historical data relating to the condition of the one or more machines using the database server; wherein the historical information includes computer-generated data relating to the failure." The cited references do not teach or suggest this. Cogger, for example, appears to teach a remarks section. The remarks section "provides a historical record of the commentary that is provided by either

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the user or a service organization that has been assigned the trouble ticket.” This is not computer-generated data relating to the failure. Hence, claim 1 is believed to be allowable, at least for this reason.

Likewise, neither Jones, Levi, nor Walker teach or suggest the limitations added to the independent claims.

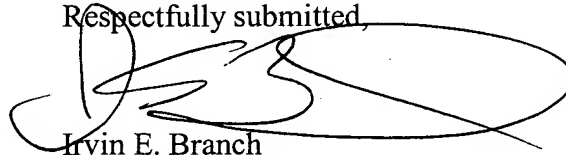
Claims 20, 22, and 28, include a similar limitation and are believed to be allowable, at least for the same reason. The remaining pending claims depend from one of claims 1, 20, 22, and 28, and are believed to be allowable, at least for the reasons stated above.

### CONCLUSION

In view of the foregoing, Applicants believe all claims now pending in this Application are in condition for allowance and an action to that end is respectfully requested.

If the Examiner believes a telephone conference would expedite prosecution of this application, please telephone the undersigned at 303-571-4000.

Respectfully submitted,



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